



Types of Call Worksheet

Determine if the volume and type of calls warrant extension of phone operating hours or a shift in staffing resources.

Type of Call	Volume
Scheduling	
Patient reporting "running late"	
Non-patient calls to physicians from vendors, lawyers, etc.	
Request to speak with manager	
Request for test/lab results	
Questions regarding consent form	
Questions regarding upcoming in-office procedure	
Medication questions from patients	
Patient call regarding post-procedure questions/concerns	
Pharmacy call re: prescription	
Prescription refill requests	
Referral to other practices/specialists	
Call to coordinate care between practices	
Another practice with a question about a shared patient	
Medical records request	
Provider requesting to speak with another provider	
Leave of absence paperwork request	
Billing problem/question	
Questions regarding operating room time/arrival time	